

**UNEMPLOYMENT
INSURANCE
AGENCY**

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No Line When Filing Online

Michigan's Internet service for filing unemployment claims

Unemployed Michigan workers can file a new claim for unemployment benefits or reopen an established claim by visiting the Unemployment Insurance Agency's (UIA) Internet website.

How to file online.

To use UIA's Internet Filed Claims (IFC) process, unemployed workers must visit the agency's website at www.michigan.gov/uia.

The IFC service is open to take claims continuously from 7:00 a.m. Monday through 7:00 p.m. Saturday. It will take about 30 minutes to file a claim online, depending on the Internet connection speed.

Who can file online?

To apply for unemployment benefits online, jobless workers must meet **all** of the following requirements:

- They have been employed by, at least, one but no more than 19 Michigan employers during the last 18 months;
- They have worked under only one Social Security number during the past 18 months;
- They have not filed a claim for unemployment benefits against another state during the past 12 months; and

Information needed to file online.

When preparing to file an unemployment claim online, applicants will need the following information about themselves when responding to questions asked by UIA's online filing process:

- Social Security number;
- MARVIN PIN (personal identification number), if one has been issued in the past; driver license number; or state identification number;
- Date of birth;
- Complete home address, including zip code, telephone number and county of residence;
- For each employer during the past 18 months:
 - Employer's name and address;
 - First and last day of work; and
 - Earnings during the last 18 months.
- For those who are **not** U.S. citizens or nationals, an alien registration number and the expiration date for the work authorization are needed.

Work registration required.

When applying for unemployment benefits, applicants must register for work by filing a resume application at the *Michigan Works!* Agency service center, unless UIA has waived this requirement.

Fact Sheet

System requirements for filing through the Internet.

To file an unemployment claim online, jobless workers will need a computer with Internet access. In addition, they must have either Explorer 4.x or higher or Netscape 4.x or higher. They will also be asked to print various pages during the process, which requires the computer to be connected to a printer.

How the system works.

UIA's Internet claims taking process uses an interactive application. In other words, the system will prompt users to answer a series of questions about themselves and their recent employment and wage history.

The data that is entered on the Internet screens will be uploaded to UIA's database. For those filing new claims, the agency will mail them an information booklet ("*Unemployment Benefits in Michigan*") and a monetary determination on the next business day. The determination tells workers if they are qualified for benefits based on their wages with employers. It also indicates their possible weekly benefit amount and the number of weeks they could be paid. Those reopening established claims will not receive another copy of the information booklet.

Once the claim is successfully entered online, a confirmation page will appear with a confirmation number. If any issues or problems should arise during the claim filing process, applicants will be advised to file their claims by phone.

During the application process, unemployed workers will also be advised about calling the agency's MARVIN system and will be given appointment dates and times for calling MARVIN at its toll-free telephone number – **1-866-638-3993**. Workers must call MARVIN every other week to certify that they meet the necessary eligibility requirements.

The site is secure.

The UIA has done everything it can do to make its claims taking site as secure as possible to ensure that all information it receives from those applying for unemployment benefits is kept confidential.

Questions?

Workers who file their claims by Internet or telephone and who have a problem or question about the claim can inquire about their claims by calling UIA's telephone-filed claims line at **1-866-500-0017**. The phone line is available to take inquiries on weekdays from 8:00 a.m. to 4:30 p.m. The agency also operates a general question toll-free customer service hotline at **1-800-638-3995** between 7:00 a.m. and 7:00 p.m., Monday through Friday.



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DLEG is an Equal Opportunity Employer and complies with the Americans with Disabilities Act. For more EO information, call DLEG's EO office at 313/456-2461. TTY services are available at 1-866-366-0004. Visit our website at www.michigan.gov/uia.